

<b>CENTER COMMENTS</b>			
<b>Document Name:</b>		NSSC Personnel Action Processing Service Delivery Guide	
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HQ	5	What is this data specifically? Why is SES separated from the rest	All SES actions are considered Expedited due to the level of the position and the pending approval of OPM. Regular submission dates should be followed in all actions, where possible. No change.
HQ	5	Are these the only data? If not, should be spelled out.	This verbiage came from the contract. No change.
HQ	5	Should mention that this is for other than expedited actions which are addressed in process 3.	Expedited actions are addressed separately. Every effort should be made to submit in a timely manner. No change.
HQ	5	Could these be resolved by phone or email? Does the action have to be returned? Will NSSC contact the servicing specialist directly or someone centrally designated by the Center HR?	To maintain a clear audit trail, a Change Request must be documented in writing. The preferred method will be to return the action to the Center for change of effective date. No change.
HQ	6	B. What exactly is reviewed and what happens if NSSC finds (or believes it finds) an error? Since the Centers code a number of the elements, does the NSSC review the Center's work? Should be spelled out exactly. In the transition plan on page 17, it out lines what they will and will not be verifying ; this same information needs to be included in the SDG.	All information on the SF 52 will be reviewed for accuracy purposes. If there are questions, the NSSC(SP) will consult with the NSSC(CS) advisor, and, if necessary, the NSSC(CS) advisor will get in touch with the Center POC to clear up any questions. This has been added to the SDG.
HQ	8	There are a number of SES actions that could be included and should be spelled out in some way.	All SES actions will be initiated by the Centers. NOACs are included in the LGAP matrix.
HQ	9-10	In the draft Transition Plan (page 15) it was mentioned that a team would be established to develop a standardized offer letter and HQ had several questions about this that haven't been answered yet, particularly who sends it out and why a standardized letter would be needed if the Center is sending it out.	The standardized letter will not be needed; however, there are certain criteria which must be included on all offer letters, such as salary, bonuses, enhanced leave, etc. which would be spelled out in an offer letter. No change.
HQ	10	Why is this considered an expedited action and what timeframes are needed?	All SES actions are considered Expedited due to the level of the position and the pending approval of OPM. Regular submission dates should be followed in all actions, where possible. No change.
HQ	11	Will NSSC contact the servicing specialist directly or someone centrally designated by the Center HR?	Our contact will be with the person who submitted the action to NSSC.

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HQ	12	Should include a complete listing of actions.	All NOAs not requiring Center approval will be processed at NSSC. See LGAP listing
HQ	13	Have Centers been asked to provide a POC? What level of authority does the POC need to be?	All Centers have been asked to provide a POC; the contact should have a full range of knowledge regarding information submitted on the personnel action. No change.
HQ	14	Will NSSC adjust SCD date accordingly?	Yes, SCD will be adjusted at time of RTD. Added note in SDG.
HQ	16	No mention of any advance time frames for submission.	HRO should try to stay within same timeframe parameters established for all actions; however, if they do not, the notes should indicate the reason SF52 was received late, and the action will be processed with effective date requested, thus, it becomes an expedited action. No change.
HQ	17	Again, is there a designated POC or will it be the servicing specialist? Not clear.	All Centers have been asked to provide a POC; the contact should have a full range of knowledge regarding information submitted on the personnel action. Added note in SDG.
HQ	17	Is there a listing of supporting documents for adverse actions or could one be provided?	No, there is not a list of required documents for Adverse Actions. This is dependent upon the NOA of the adverse action. Documentation for filing will be provided to the NSSC. Reason for actions must be included in notes. Note added to SDG.
HQ	19	How often and how far in advance will NSSC be checking? (WGI)	Notices come out 90 days in advance. These will be reviewed and forwarded if needed, at least 60 days in advance of the effective date. WGI notices will be forwarded every pay period.
HQ	19	Probationary notices should be sent 90 days in advance.	Probationary Notices are received 90 days in advance, and will be reviewed and forward to the supervisor listed at least 60 days in advance of the effective date. Probationary Notices will be sent every pay period. Note added to SDG.

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HQ	19	HQ would like all WRI notices to be sent to Center supervisors at least 30 days in advance	WGI notices will be forwarded to Centers every pay period. No change.
HQ	22	Reassignment actions will typically need to be effected in conjunction with the realignment/ reorganization process. Do these need to be sent in accordance with the one week ahead rule or should they be sent as a package two weeks in advance, for example	Reassignments need to be part of the package for realignments two weeks before the effective date.
HQ	25	Where is this guide located? Should provide a link.	Link added to the SDG.
SSC	6	SSC's OHC does not initiate all actions. The majority are initiated by the organizations	Language updated in SDG to reflect comment.
SSC	6	I didn't understand this to be a separate action. I thought FPPS automatically loaded to eOPF once the action was RLUPd.	You are correct, FPPS automatically feeds into eOPF. If the back up documents need to be filed in the eOPF, then NSSC will scan, file, and index these documents and distribute forms if appropriate for benefits.
SSC	7	SSC's OHC does not initiate all actions. The majority are initiated by the organizations)	No problem with management initiating the actions, as long as the HR specialist enter required data and LGAPs. Changed the wording to Center.
SSC	8	Not sure how this works since the employee does not typically provide all forms on EOD, ex. work schedule.	This is the goal, to have the employee complete forms and return to NSSC prior to EOD, with the exception of I-9, Form 306, and Appt Affidavit. Work schedule maintained by Center.
SSC	10	(May want to change this to Center HR. At lease for SSC, this will not be the student program coordinator.	Changed to Center HR or Student Program Coordinator.
SSC	13	I didn't understand this to be a separate action. I thought FPPS automatically loaded to eOPF once the action was RLUPd.	Changed wording to, "After RLUP, the SF 50 and supporting documents will be indexed and electronically filed in the eOPF, if appropriate."
SSC	14	SSC's OHC does not initiate all actions. The majority are initiated by the organizations	Changed wording to, "After RLUP, the SF 50 and supporting documents will be indexed and electronically filed in the eOPF, if appropriate."
SSC	15	I didn't understand this to be a separate action. I thought FPPS automatically loaded to eOPF once the action was RLUPd.	Changed wording to, "After RLUP, the SF 50 and supporting documents will be indexed and electronically filed in the eOPF, if appropriate."

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SSC	17	The way I read this is SSC will not get the notices because we do not have a union or a Center HR policy?? SSC does not want to get them.	SSC Center Supervisors will get the Probationary notices sent to them; NSSC will not send WRI notices if there is no Union Agreement for Center HR policy.
SSC	18	. Then delete action?? Action deleted	Correct; if not due; WRI deleted after corrections to dates are made
SSC	19	SSC's OHC does not initiate all actions. The majority are initiated by the organizations	No problem with management initiating the actions, as long as the HR specialist enter required data and LGAPs.
SSC	20	I didn't understand this to be a separate action. I thought FPPS automatically loaded to eOPF once the action was RLUPd.	Changed wording to, "After RLUP, the SF 50 and supporting documents will be indexed and electronically filed in the eOPF, if appropriate."
SSC	25	Include that the Center must notify the NSSC via email (p. 14, step 1).	Updated chart.
SSC	26	2 <sup>nd</sup> block in Systems row—is this a FPPS report or a DataMart report?	This is no report, it is in FPPS processing (PROC BOX) waiting for NSSC to process. No change.
SSC	26	5 <sup>th</sup> block on NSSC(SP) row—add delete FPPS action.	We don't delete FPPS action. It becomes an SF 50 Notification of Personnel Action and is fed into eOPF.
AMES		Who is responsible for telling the center reps to add NSSC to the SPO office?	NSSC met with the Competency Center and created routing paths and added NSSC as SPO for each Center. No change.
AMES		Is WTTS currently fully functional to accept attachments at this time?	Yes. Centers can attach multiple documents. No change.
AMES		If NSSC will be sending employee copies to centers for distribution – why can't they just send them out to the appropriate individuals directly and not to HR?	It was agreed the Center will distribute employee copies until employee has access to eOPF.
AMES		Are they also sending out copies of the pd's for the employee and supervisor?	Center is responsible for providing PDs to their employees. No change.
AMES		Are all documents that contain PII information supposed to be fed ex'd only?	Can be e-mailed if encrypted or sent to a secure fax. For documents to be scanned into eOPF, originals must be mailed to NSSC.

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AMES		Will all centers be removed from having ENCG/PNCG/RLUP authority immediately with the transition to NSSC or at a later time?	Centers will no longer be able to ENCG/PNCG/RLUP upon effective date of transition. No change.
AMES		Is NSSC only initiate correction actions after they have been told by the center to process one or will they let the center know when they process a correction that they have not been told about?	NSSC will do all corrections no matter what action is involved. SF 50 should be available through eOPF. An employee, HR Specialist, or the SP can identify incorrect data in an eOPF and NSSC will research to determine the action. If it involves pay determinations, NSSC will consult with the Center POC. No change.
AMES		Will all NTE actions be automatically processed without a notification by the centers to terminate those NTE actions or will they wait for direction from the centers?	NSSC will work with the Center to manage NTE dates (NTE Report is available for this purpose). If the Center does not initiate extension, NSSC will process the system-generated termination action. No change.
AMES		Will the centers be able to still see all actions that are out in SPPR so that we can know that is happening?	Centers will have access to SPPR; however, actions will be moved out of SPPR when system generates action. No change.
AMES		When will the NTE tickler spreadsheet be ready to view in Datamart?	It will be available by implementation. Updates will be provided in future telecons.
AMES		For extension actions, why does NSSC want the centers to submit the extension actions? We always do this in HR, can NSSC do this and then email the center to inform us that they have done this?	Extension actions must be approved at the Center. Changed LGAP matrix to reflect this.
AMES		For adverse actions that the centers will initiate – the separations (removals) will also include the resignation (ILIA).	All separations except retirement will be initiated by the Centers with proper documentation. No change.
AMES		Who will be responsible for monitoring the FCIP tenures?	Centers will monitor FCIP tenures.
AMES		888 – Denial of WGI is an adverse action so therefore they need to be LGAP'd by the center and NOT by NSSC, this needs to be changed on page 28.	WGI denials will be LGAPed by the Center. LGAP matrix updated to reflect this.

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AMES		NSSC should be processing the 713 change to lower grade actions from promotion not to exceeds to keep in line with them processing all of the actions that follow the NTE actions such as details and appointments.	Change to Lower Grade actions with a NTE date will be added to NSSC LGAP responsibility.
AMES		On page 31, we feel that appointments, pay issues such as retention, and promotions need to be moved over to NSSC (CS) PAP Level III for processing and not the SP team.	Actions reviewed by Level 3 are included in Appendix D. Centers are responsible for setting pay and approving these actions. No change.
LaRC	8	Process 1 - Center initiated actions. Transfer/reassignment: SF-75 Information. We had thought that the NSSC will provide SF-75 info. Is this correct? The draft guide states that the Center HR Office will provide. Please clarify.	NSSC will provide SF 75 information to other agency as requested. Centers will request SF 75 information for transferring employees to code action and set pay prior to approving.
LaRC	9	Student Programs. The Center HR Office will notify NSC Payroll Office if a decision was made not to advance leave. Langley has a policy which states that Student Programs (Co-op) employees don't get advanced annual leave. Will NSSC follow our current policy or do we need to let them know every time. Please clarify.	See minutes from HR/Payroll telecon held on 11/28/07.
LaRC	10	NSSC (SP) - If missing info from initial review, contacts Center HR Office by e-mail or phone to request the missing info. Who will they contact? Will they contact the person who sent the info or LGAP'd the action.	NSSC will contact the person who submitted the action.
LaRC	14	NSSC - expedited Actions. Should this state All Separation Actions, so Retirements would be included? Or is Retirement processing transferring to the NSSC when the Benefits process goes in January?	Retirement actions will be processed by NSSC Benefits team. SF 50s for the other separations will be processed at the Center until their transition.

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LaRC	17	NSSC (SP) HR Assistant: WRI - If the waiting period is not satisfied, the HR Assistant makes an Effective Date Adjustment in FPPS. Also refer to flow chart on Page 26. Flow chart states the same info. It is our understanding that just manually changing the Effective Date will not result in the action being processed correctly. Instead, fields such as the "WGI Weeks in Pay Status" or Date of Last Equivalent Increase" feed the Effective Date. Therefore, will NSSC (SP) HR Assistant also make adjustments to the WGI Weeks in Pay Status if it is incorrect so the system can adjust the effective date?	All WGIs with incorrect dates will be corrected according to GPPA and updated in FPPS.
LaRC	19	NSSC (SP) - NSSC will terminate all Details before the realignment's effective date. And Step 5: Center HR Office - Submits new detail action if employee is to continue on the detail after the realignment. Also refer to flow chart on Page 27. Flow chart states the same info. Why are the Details going to be terminated? Will the Center HR Office be contacted when the Details are terminated, so the HR Office can initiate a new detail?	The termination of a detail is mandatory prior to a realignments. The Centers will monitor details in FPPS to submit new detail actions after realignment.
LaRC	21	WTTS: Access Requirements - NSSC and Competency Center Shouldn't Center HR Office be included?	Language updated in SDG to reflect comment.
LaRC	23	Flowchart: Center HR Office - Requesting Office Forwards All Supporting Documentation to NSSC for Processing. In FPPS the Requesting Office is the organization/supervisor. We recommend using different terminology if it is the Center HR Office they are referring to.	Language updated in SDG to reflect comment.

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LaRC	28	NSSC LGAPs Action - Extensions. And on page 12 it states - If action needs to be extended, Center will submit Extension SF52 with new Not to Exceed date. Since the Center initiates the extension, shouldn't the Center LGAP the action?	Changed the LGAP matrix to reflect extensions on the Center side.
LaRC	28	NSSC LGAPs - Resignations. We have instructed our organizations to initiate the SF-52 in FPPS for resignations. Do we just forward to NSSC for LGAPing? If this is the case, the guidance does not match page 14. On page 14, it states that the Center HR Office will LGAP resignations (under NSSC-Expedited Actions). Which is correct?	Resignations will be LGAPed by the Center. Appendix A, Responsibilities Table, has been updated.
LaRC	28	920 Extension of Detail and 921 Termination of Detail are not listed. Who LGAPs Extension of Details and Termination of Details?	An extension of a Detail is done by the Center and Termination of a Detail is done by NSSC. Appendix A, Responsibilities Table, has been updated.
JSC	5	Record Keeping processes, including scanning and filing of required documents into the eOPF, are covered in the eOPF Service Delivery Guide (SDG).	Noted. No change.
JSC	5	LGAPed by the Center.	Language updated in SDG to reflect comment.
JSC	6	The Centers will maintain all Center level Route Paths in FPPS.	The Centers will maintain the Routing Paths for their own employees. No change.
JSC	8	reassignments to other Centers	Language updated in SDG to reflect comment.
JSC	9	EOD will be the Appointment Affidavit & SF306	Language updated in SDG to reflect comment.
GSFC	6	Paragraph C The second sentence calls RLUPing an action and it probably should be called a process instead.	Language updated to clarify. Action changed to step.
GSFC	6	Paragraph A says "for actions that are LGAPed the NSSC the action is submitted by the requesting office and route via the normal routing path to NSSC." You can only have one SPO per organization, meaning you can't separate by type of action and what goes where, so all actions would have to come from the requesting office to the Center HR Office and then fwded to the NSSC.	The language has been changed in response to the concerns. "For actions that are LGAPed at the Center..."